



Relay Texas

★ Summer 2010

Relay Texas & Sprint Host Town Hall Meeting and Booth at DeafNation Expo

On Friday, April 23, Relay Texas and Sprint Relay, hosted a town hall meeting at the Dallas Deaf Club. Sprint provided refreshments and provided information about Relay Texas and Sprint Relay products and services. Approximately 75 people attended, and learned the latest and greatest accomplishments in the relay industry, including information about the new Internet-based CapTel 800i.

Sprint Relay Director Mike Ellis spoke about Sprint's new 4G network and exciting products, such as the HTC EVO wireless device that is now available through the Sprint Relay online store. Relay Texas administrator Eileen Alter gave an informative talk on changes within the Relay Texas program. She also handed out applications for the Texas Specialized Telecommunications Assistance Program (STAP) for those who qualify to obtain equipment through STAP. She also shared that Relay Texas would have a booth at the DeafNation Expo in Fort Worth the following day and encouraged people to stop by.

Both Relay Texas and Sprint Relay thank the Dallas Deaf Club for its hospitality and support in sponsoring the town hall meeting. For further information about Relay Texas, visit www.puc.state.tx.us/relay. To learn about Sprint Relay, visit www.sprintrelay.com.

Visit to Lubbock Center



L-R: Relay Texas administrator Eileen Alter, CSD Center Manager Sonya Bibbs, and Sprint Relay Project/Program Manager Sharon Behringer.

Relay Texas administrator Eileen Alter recently visited the Communications Services for the Deaf (CSD) call center in Lubbock. The Lubbock center processes much of the state's relay traffic. Alter observed relay agent training classes and toured the center. Pictured above (from left to right) are Alter, CSD Center Manager Sonya Bibbs, and Sprint Relay Project/Program Manager Sharon Behringer.

Clearing Up Some Confusion

Many governmental agencies, utility companies and large businesses include the Relay Texas toll-free numbers in their mailings to consumers. Hearing persons sometimes mistake these numbers for the company's or agency's main number and are then surprised to find themselves connected to a Relay Texas agent upon dialing.

Should this happen to you, please remember that the agent cannot answer your questions or connect your call unless you are trying to reach a specific person at the agency or business who uses a text telephone (TTY) or another telecommunications device that is compatible with relay calls.

If you have questions, please contact Relay Texas at one of the numbers on page 4, or visit www.puc.state.tx.us/relay.



Thoughts from the Relay Texas Administrator

Our vision is that every relay user receives exceptional service and that every individual who receives a relay call from a TTY user understands what the service is, how it works and feels comfortable throughout the duration of the call. In the past, our outreach efforts have largely focused on reaching out to individuals who use TTYs to make calls. This year, Relay Texas is shifting its focus to educate businesses and individuals who may receive a relay call.

It is not unusual for a person unfamiliar with the service to receive a relay call and misunderstand the nature of the call. As a result, he or she hangs up before the caller can explain that he or she is using the relay service because he or she has a disability that prevents the use of a traditional phone. A new program called "Don't Hang Up" is being implemented throughout Texas to educate hearing people about relay calls through appearances on local talk shows, television and radio public service announcements, and awareness-raising activities at sporting events and entertainment venues.

It is our goal that the majority of Relay Texas calls received by the average citizen results in successful interactions and bridges the communication gap that currently exists. This is only possible if each person has a clear understanding of what Relay Texas is and how it works.

Please contact me if you want more information or have outreach suggestions. I can be reached at EMAIL/NUMBER.

Sincerely,

Eileen Alter
Relay Texas Administrator



Spread the Word

Many people have long known about Relay Texas services that allow equal access to telecommunications. However, there are also services for Texans who have lost the ability to speak. There are many reasons a person may have a speech loss, such as an injury due to an accident, illness and strokes.

Relay Texas provides solutions to people who experience communication difficulties on the phone. If you, a friend, a relative, a neighbor or anyone you know might benefit from these services, let us know. We will send information explaining our services and how you can benefit from them. Services for people who can hear but not speak include:

- **Hearing Carry-Over** – for individuals who can hear but cannot speak for themselves.
- **Speech-to-Speech** – for individuals who have a speech disability.

Most Relay Texas services are available in English and Spanish. For more information, contact us at any of the numbers listed on page 4.



Newsletter services provided by
T.S. Writing Services, LLC
www.tswriting.com
A Deaf-Owned Company

SIGN UP FOR OUR NEWSLETTER!

The Relay Texas Newsletter is published three times each year and is free to subscribers. If you would like to have the Relay Texas Newsletter delivered to your home or office, please fill out the below and mail to:

Attention: Relay Texas Newsletter
1321 Rutherford Lane, Suite 100
Austin, TX 78753

Name _____
Address _____
City _____ State _____
Zip _____ E-mail _____



Please Don't Hang Up

Relay Texas provides functional equivalency for telephone access to Texans who are Deaf, hard of hearing or unable to speak.

Every day, thousands of Texans at businesses across the state receive their first call via Relay Texas. Often, hearing persons mistake the Relay Texas Communication Assistant's (CA) announcement for a collect or telemarketing call and hang up. The CA typically will say, "A person is calling you through Relay Texas..." If you receive such a call, please listen to the opening statement again. Relay Texas users may be Deaf, Deaf-Blind, unable to speak, or unable to call in the traditional manner. The CA's announcement informs you that the caller uses the relay service as a means to communicate over the telephone. Relay Texas users make calls just like anyone else – to doctors, schools, pizza delivery, department stores, car rental agencies, CPA offices, grocery stores, or shoe stores. Wherever you work, you may one day receive a call through Relay Texas. When you do, please don't hang up.

The CA will be glad to explain how the service works and facilitate your call in a friendly but transparent manner. Every word spoken during a relay call is completely confidential and protected by state and federal laws. Should you need to return a call through the relay service, let the CA know you are a first-time user. The CA will explain how the service works and guide you through the call process.

Please don't hang up. It could be the most important call of your day.

News to Share

Do you have an item, story or idea you would like to share with Relay Texas newsletter readers? Send your story or idea to the editor at: Relay Texas Newsletter, 1321 Rutherford Lane, Suite 100, Austin, TX 78758 or e-mail _____.

Relay Texas at THSA Convention

In late March, Relay Texas representatives attended the Texas Hearing and Speech Association of Texas (THSA) annual convention in Fort Worth. The Relay Texas display allowed conventioners to make CapTel calls. Sprint provides CapTel for Texans who are hard of hearing or need special assistance when using the telephone. Attendees could try CapTel devices (as shown above) and ask questions.



Are you tired
of saying, "What?"
while on the phone?

Sprint

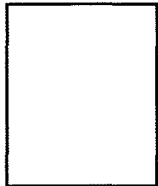
Free Captioned Telephone Services by Sprint enables individuals with hearing loss to read what their caller says, while they speak and listen on the phone.

Hi mom did you want to
meet for lunch today?
OK that sounds good I
was thinking about that
salad place we like.
How about we meet at
11:30?



For more information about Sprint Captioned Telephone products and services, visit: sprintrelay.com/captioned_telephone

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1321 Rutherford Lane
Suite 120
Austin, TX 78753
www.puc.state.tx.us
relaytx@puc.state.tx.us



RELAY TEXAS SERVICE NUMBERS

***TTY and Hearing
Carry-Over (HCO)***
711 or 800-735-2989

Voice
711 or 800-735-2988

ASCII
711 or 800-735-2991

Spanish
711 or 800-662-4954

***Spanish / English
Translation***
711 or 888-777-5861

***Speech-to-Speech or
Voice Carry-Over (VCO)***
711 or 877-826-6608

***Reduced Typing Speed
(Telebraille)***
711 or 877-828-9348

French
711 or 888-777-5380

900 Dialing Access
900-230-2303

Internet Relay
www.sprintip.com

Video Relay
www.sprintvrs.com

***Sprint TRS
Customer Service***
711 or 800-676-3777

***Sprint TRS Customer Service in
Spanish***
711 or 800-676-4290

Customer service is available in
all call modalities (Voice, TTY,
ASCII, STS and DBS).

Eileen Alter
Relay Texas Administrator
(512) 936-7132 Voice
(512) 936-7147 TTY
(866) 759-1606 Videophone
eileen.alter@puc.state.tx.us
relaytx@puc.state.tx.us

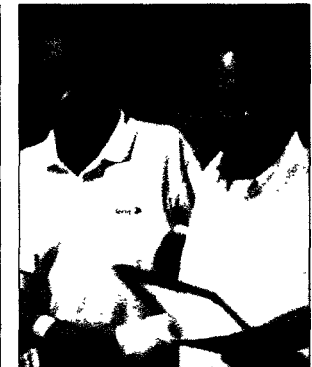
Dwight Martin
STAP Coordinator
(866) 787-9819 Voice
(512) 936-7148 Voice/TTY
stap@puc.state.tx.us



Relay Texas

★ Winter 2010

Relay Texas Celebrates 20 Years of Service



Top: Former Relay Texas account manager Mark Seeger signs *The Wind Beneath My Wings* for anniversary celebration attendees. Top right: Sprint Director of Customer Care Ray Drenth (right) congratulates Austin Center Manager Scott Demarest for 20 years of service. Bottom right: Sprint Business Sales Manager Maggie Schoolar (right) looks on as the first relay call is processed through the Austin center on Sept. 1, 1990.

Many Texans who are deaf, hard of hearing, or speech impaired remember the almost insurmountable barriers to telephone communication that existed prior to the Americans with Disabilities Act (ADA). It was in September 1990 that the first Relay Texas call was placed through Sprint's TRS center in Austin. The center is now the longest continuously-operating telecommunications service center in the world.

In August, the Austin TRS center's management, employees, former employees, guests from the Deaf community and Texas Public Utility Commission members gathered at the center to celebrate 20 years of Relay Texas service. Special guests included Relay Texas Administrator Eileen Alter, retired Relay Texas Administrator Ed Bosson, and Sprint's Director of Customer Care Ray Drenth.

Relay Texas celebrates the accomplishments of the past and looks forward with great expectations for the future.

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French
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relaytx@puc.state.tx.us

Individuals interested in applying for a Specialized
Telecommunications Assistance Program (STAP) voucher
should either call the Office for Deaf and Hard of Hearing
Services (DHHS) at (512) 407-3250 voice or (512) 407-
3251 TTY, or e-mail stap@dars.state.tx.us. Companies
interested in becoming a STAP vendor should call (512)
936-7116 or e-mail stap@puc.state.tx.us.

Thoughts from the Relay Texas Administrator

Happy New Year! On Sept. 1, Relay Texas (RT) marked a 20-year milestone in the provision of statewide telephone relay service. We have had much success over the years and are proud of the valuable service that we perform: changing lives for the better by ensuring that Texans with a hearing and/or speech impairment can place and receive telephone calls. But our work is not done, especially when there are so many people who have never heard of relay services and do not know what to do if they receive a relay call. Sometimes, people hang up on a relay caller because they mistake the call as a telephone solicitation or because of negative press concerning fraudulent use of some relay services.

Moving into our third decade of service provision, we are focusing more on educating the public about what relay service is. Our new campaign, "Don't Hang Up," will include photos of actual RT users and will largely be targeted at service-related businesses and businesses with call centers. We will also approach companies that RT users identify as "in need of training," either because a company employee did not handle a relay call properly or, even worse, hung up on the caller.

Through print, radio, and TV media advertisements and direct contact, we hope to greatly reduce the number of people who are unfamiliar with relay services and hang up on relay calls. We will help relay call recipients learn optimal methods for communicating with relay callers and identify potentially fraudulent calls.

We invite you to join us in spreading the word. If you know of a company that may benefit from training or you would like to receive more information, please contact me at relay@puc.state.tx.us.

Eileen Alter
Relay Texas Administrator



White Cane Day

More than a powerful tool that assists with movement and provides visual notification of a disability, the white cane is also an important symbol of independence for those with severe visual impairment. Each year, participants gather in cities throughout the U.S., including Dallas, Ft. Worth, Waco and Austin, to raise public awareness about the challenges faced by people with blindness and other visual disabilities.

Austin has one of the largest annual gatherings. On Oct. 13, nearly 450 people participated in the march from the Texas State Capitol to Republic Park. Relay Texas representatives attended the event and provided information about telecommunication relay services for people with severe vision and hearing loss.



Sprint Project/Program Manager Sharon Behringer (left) discusses Relay Texas services with White Cane Day attendees.

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Austin, TX 78753

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Address _____

City _____ State _____

Zip _____ E-mail _____

Relay Texas Outreach in Action



Pictures (L-R): Former Relay Texas and CSD employee Scot Atkins (left) posed with Sprint TRS Supervisor Evelyn McRae at the Statewide Conference on Education of Deaf and Hard of Hearing in Fort Worth on July 22-24; Austin middle school students visited the Austin TRS center in June to gain hands-on experience with the relay service; Austin TRS center supervisor Randall McKee (in yellow) shared information about Relay Texas with Texas Assistive Technology Network meeting attendees in San Antonio in July; Relay Texas demonstrated CapTel at the Abilities Expo in Houston in August, with actor and author Henry Winkler (right) in attendance.

New Relay Texas Website

Launched on Sept. 9, the new Relay Texas website provides useful information about the diverse Relay Texas services and resources available to Texans who are deaf, hard of hearing, or speech disabled. It also contains answers to frequently asked questions, and downloadable *Don't Hang Up* report forms and customer contact forms.

The new website is at www.relaytexas.com. Although currently only available in English, soon the site will also be available in Spanish.



*Please don't hang up
on Relay Texas!*



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Walk4Hearing Event



Texas State Representative Carol Alvarado (right) from District 145 addresses Walk4Hearing participants.

To raise hearing loss awareness in Texas, the Hearing Loss Association of America (HLAA) Houston Chapter sponsored a Walk4Hearing event on Nov. 6 in Houston's Tom Bass Park. One hundred and twenty walkers of all ages participated in this event, which was held in conjunction with similar events sponsored by other HLAA chapters. Participants were honored to be addressed at the start of the event by Texas State Rep. Carol Alvarado, from District 145, who has been a strong supporter of important legislation that benefits Texans with hearing loss.

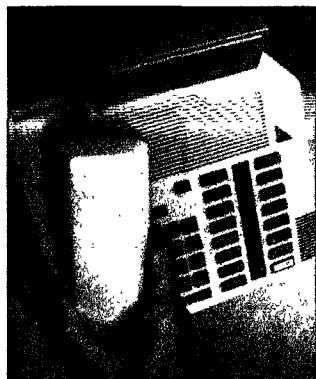


Relay Texas

NEWSLETTER

★ Spring 2010

Relay Texas Campaign: Don't Hang Up!



*Don't hang up (no no)
Oh don't you do it now,
Don't hang up (no no)*

— The Orlons

By Randall McKee

The above lyrics are from a 1960s rock and roll song by The Orlons, *Don't Hang Up*. And we offer these lyrics as more than

just a bit of nostalgia; they help drive home a point about Relay Texas.

Don't Hang Up is the slogan used by Relay Texas to familiarize hearing persons with the services that Relay Texas provides. The phrase is meant to remind people not to hang up the phone when they hear a communications assistant start the call by announcing, "Hello, this is Relay Texas with a call from a deaf or hard of hearing person."

Relay Texas is not telephone solicitation, not a survey or polling organization, not telemarketing, or any of those types of businesses. Rather, Relay Texas is a public service

made available through the Public Utilities Commission of Texas (PUCT) to persons who are deaf, hard of hearing, speech disabled or cannot use the telephone in a traditional manner. The relay caller could be a customer for a retail business, a patient referral, a Deaf relative or speech disabled acquaintance. It could even be a new friendship waiting to bloom.

The relay service is free to use. If you receive a relay call for the first time, let the communications assistant know that you are unfamiliar with the service and he or she will happily explain and help you through the call. And don't worry; the privacy of information shared on a relay call is ensured and protected by state and federal laws.

So, if you answer the phone and hear a Relay Texas communications assistant say, "This is Relay Texas with a call for you from..." remember what the old song says and *Don't Hang Up*.

For more information on Relay Texas, the types of telephone services offered, eligibility for the service, how funding is provided, how to get the special telephone equipment needed to use the service and just about any other questions, visit the Public Utilities Commission of Texas website at www.puc.state.tx.us and click on Relay Texas/STAP.

It's Been How Long?

It doesn't seem possible, but 2010 marks the 20th year that Relay Texas has been in operation. It was September 1, 1990, when Sprint flipped the switch and allowed the first calls to flow into and out of its Austin center. The first Relay Texas call was placed from the Austin center by then Gov. William P. Clements. The Austin center is now the oldest continuously operating telecommunications service center in the world. The relay service rapidly expanded as call volumes climbed higher and higher, and a second call processing center was opened in Lubbock to expand services.

Younger deaf, hard of hearing or speech disabled Texans may not recall what life was like before relay services. Yet many customers are old enough to remember trying to navigate the communication bar-



Gov. William P. Clements (left) places the first Relay Texas call on Sept. 1, 1990.

Continued on page 2

Get Acquainted with an RTX Agent

Although relay agents must remain anonymous and transparent when relaying calls and are required by state law to never repeat or use information heard or learned on calls, they are folks like anyone else. We thought you might enjoy meeting our agents, although their names will not be revealed. This issue features a female agent who has relayed calls from the Austin center almost since the first call was processed.



to speak to, what department you want in a certain store, your account number if you're calling someplace that requires that information, or maybe simply, "I'm calling Mom," let the agent know beforehand. This can be a great timesaver. For instance, if you are calling someone in your immediate family who already knows how to use the relay service, and you let the agent know before he or she calls, the agent is not required to ask if the hearing caller has taken a relay call

before. That saves time and can make your call go faster and smoother.

RT: How long have you been working as a relay agent?

Agent: In April of 2010, it will be 19 years. But it doesn't seem nearly that long. Time has really flown by.

RT: What do you remember most about when you started work at Relay Texas?

Agent: I was amazed at how friendly everyone was at the center and how I was welcomed in as a member of what was like a family. Almost everyone I met, especially the supervisors, knew my name and spoke to me like I was a long-time employee within my first two days.

RT: Do you have any suggestions that might help improve the relay experience for deaf users?

Agent: I think it important for our customers to know that they can give the agent information before the agent dials their call. And by this, I mean if you know whom you wish

RT: That makes sense. What about Voice Carry-Over (VCO) users? Any tips?

Agent: One thing VCO callers can do to expedite the call and not lose information is to wait until they see the letters "GA" before beginning to speak. Sometimes the hearing person is still speaking and the agent is still typing and the VCO user starts talking. That information will be lost because the agent must stop typing when the VCO user begins speaking.

RT: Thank you for sharing that information.

Agent: Well, thanks for the opportunity to talk to our customers.

RT: Anything else?

Agent: Oh, (SMILE) and GA to SK.

20 Years

Continued from front page

riers they faced for many years. They can relate horror stories associated with trying make a simple phone call, like having to go next door to ask the neighbor to make a call and repeat what could be private information. Or they remember not being able to just pick up the phone and call to have a pizza delivered. They also often drove across town just to see what time a store closed. Time-consuming, inefficient, and often embarrassing barriers made daily life more like living in the 19th century.

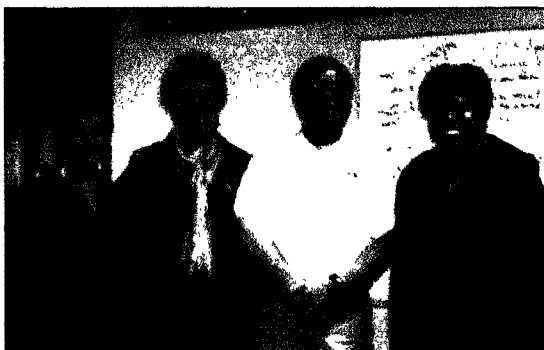
Fortunately, the Americans with

Disabilities Act (ADA) established telecommunications relay services and helped make life more enjoyable for Texans with hearing and speech disabilities. While communication is not yet perfect, the first decade of the 21st century has seen many barriers washed away in the wake of a technological onslaught. Traditional TTY relay, voice carry-over (VCO), hearing carry-over (HCO), and Braille services were all original Relay Texas products. Services have grown to include video relay service (VRS), Internet-based relay at www.sprintip.com, 10-digit numbering, AOL Instant Messenger (AIM) and

even a captioned telephone service (CapTel). Even more amazing is that this is not, by any means, a complete list. Major advances in cell phones, Internet access and texting technologies are another story entirely. It is enough to make one pause, take a deep breath and say, "Wow."

Yes, looking back we have come a long way in the past 20 years. What will the relay system of 2030 look like? The advances of the next two decades are certain to make the progress of the past two decades look like a snail's pace. We at Relay Texas look forward to many more years with great anticipation.

CapTel Outreach in Houston



Randall McKee (third from left) presented CapTel information to Houston HLAA members (from left) Paula Hozband, Teri Wathen, and Lois Johnson.



Randall McKee (far left) also met with consumers at the Houston Center for Independent Living.

Randall McKee, Supervisor at the Austin TRS center, recently traveled to Houston to meet with two customer groups and familiarize them with CapTel, a product offered at no cost through Sprint TRS for hard of hearing people. CapTel, short for "captioned telephone," provides on-screen captioning of spoken words on a customized telephone. This allows a hard of hearing user to both read and hear messages without missing portions of the conversation. McKee met with consumers at the Houston Center for Independent Living (HCIL) and members of the Houston Chapter of Hearing Loss Association of America (HLAA). For more information about CapTel, visit the website www.capteltexas.com.

Are you tired
of saying, "What?"
while on the phone?

Sprint

Free Captioned Telephone Services by Sprint enables individuals with hearing loss to read what their caller says, while they speak and listen on the phone.

Hi mom did you want to
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OK that sounds good I
was thinking about that
salad place we like.
How about we meet at
11:30?



For more information about Sprint Captioned Telephone products and services, visit: sprintrelay.com/captioned_telephone

Although CapTel is used for emergency calling, Sprint emergency calling may not function the same as traditional 911/911 services. By using CapTel for emergency calling, you agree that Sprint is not responsible for any damages resulting from errors, omissions, malfunctions, interruptions or failures in processing or attempting to access emergency services through CapTel, whether caused by the negligence of Sprint or otherwise. Other restrictions apply. ©2010 Sprint. Sprint and logo are trademarks of Sprint. CapTel is a registered trademark of United Inc. Other registration marks are the property of their respective owners.

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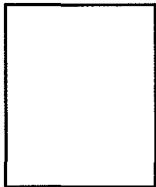
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Appendix L:
Relay Texas :30 Radio Spot Script

Texas Relay & Sprint

Don't Hang Up Campaign

"Business Lunch" Script - REVISED
:30 second Radio Spot

November 7, 2011


AMS PICTURES
P U B L I C I N T E R E S T

RELAY TEXAS

"Business Lunch" / Radio (:30) - final

Rev: 11/7/11

SFX: Restaurant Ambience

JOE

So how's business, Linda?

LINDA

Good, Joe, we had a big win yesterday!

JOE

No kidding? What's the secret?

LINDA

It's no secret... a big order came in
through Relay Texas.

JOE

Those telemarketers?

LINDA

Joe, Relay Texas is a phone service for customers
who are hearing or speech impaired.

JOE

What? We always hang up on those calls.

LINDA

Too bad. Every Relay call is a business opportunity.

JOE

(Sheepishly)

Oh.

ANNOUNCER

Don't hang up on Relay Texas. We can talk business.

LINDA

Lunch is on me, Joe.

ANNOUNCER

Visit Relay Texas dot com. A message from
the Public Utility Commission of Texas.

FADE OUT

Appendix M:

Relay Texas Print Ads

HEARING
LOSS



RELAY
TEXAS



TELEPHONE
ACCESS

DIAL 711
TO ACCESS
RELAY
TEXAS

A TELEPHONE
SERVICE FOR
PEOPLE WITH
HEARING OR
SPEECH LOSS

RELAYTEXAS.COM

HEARING
LOSS



RELAY
TEXAS



TELEPHONE
ACCESS

WWW.RELAYTEXAS.COM

A TELEPHONE SERVICE
FOR PEOPLE WITH
HEARING OR SPEECH LOSS

DIAL 711 TO ACCESS RELAY TEXAS

Appendix N:

Phone Directory Information

Directory Assistance

For Numbers Outside Your Local Calling Area: 1-Area Code-555-1212

For Toll Free 800, 866, 877, 888 Numbers: 800-555-1212

For Local Numbers: 411

If further assistance is needed, call "0" for a Telephone Operator

(Additional Charge May Apply)

Federal Do-Not-Call Lists

The consumer can register by dialing 1-888-382-1222

or register online at www.donotcall.gov

For Information On How To Advertise In This Directory Call 1-800-YB-YELLOW (800-929-3556)

Current Advertisers

Call 1-800-929-3556 if you have questions concerning your current Yellowbook advertising program.

Change A Business Or Residential Listing

To change your business or residential listing, call 1-800-YB-YELLOW (1-800-929-3556) or visit yellowbook.com and click on 'Contact Us' at the bottom of the page. You should also ensure your local telephone service provider has your correct listing information as well. Their number can be found in this section under telephone service and repair, on the invoice they send to you, under the 'Telephone Service Providers' heading in the yellow pages of this directory, or on yellowbook.com.

Local & Long Distance Billing & Customer Service

Questions concerning your local or long distance telephone service should be directed to your local or long distance service provider. Their number can be found in this section under telephone service and repair, on the invoice they send to you, under the 'Telephone Service Providers' heading in the yellow pages of this directory, or on yellowbook.com.

Relay Texas

For communication between hearing, deaf, hard-of-hearing and speech-impaired persons: available 24 hours a day.

Relay	711
TTY/HCO	800-735-2989
ASCII	800-735-2991
Voice Carry Over (VCO)	877-826-1789
Speech to Speech	877-826-6607
Blind or Visually Impaired	877-826-9348
Spanish	800-662-4954
Web Site	www.puc.state.tx.us/relay

Call Before Digging Protect Yourself - Call Before You Dig EVERY Project

Call the NEW national number: 811
to Locate Underground Utilities
or call:

Texas811	800-344-8377
Lone Star Notification Center	800-669-8344
www.call811.com	



COMMUNITY AND HUMAN SERVICES



Dial 2-1-1

**For Information On Human Services And
Resources Available In Your Community.**

- ✓ Basic Needs (Food, Shelter, Clothing)
- ✓ Childcare Services
- ✓ Crisis Intervention
- ✓ Elderly Care Services
- ✓ Financial Assistance
- ✓ Government Programs
- ✓ Health Care Referrals
- ✓ Volunteer Information...and more!

How to Reach Us

Digging or Drilling



Before you dig or drill on your property, please call Texas One Call to avoid damaging your telephone and other underground lines. Remember, it is the law. Call 48 hours before digging. **811 or 1-800-545-6005**

For after-hours emergencies only, call our Repair Service Center.

EasyOptions® Services Instructions from AT&T

(Call Waiting, Call Forwarding, etc.)

Visit us on the web at www.att.com to order custom calling features for your home and find out about our products, or call us at 1-800-288-2020 and ask for **Calling Features**, then follow the prompts.

AT&T Directory Assistance



For local numbers	Dial 411 or 1-411
For long-distance numbers	Dial 411 or 1-411
For Area Codes	Dial 411 or 1-411

AT&T Directories



For additional copies of your local AT&T directories, call **1-800-792-2665**

AT&T directories for other areas may be ordered for an additional charge.

To request the delivery of fewer or no directories, call **1-866-329-7118**

TTY Service Center

For hearing-impaired or speech-impaired customers.

For all matters, including repair, relating to your phone service
(TTY number) **1-800-397-3172**
For Operator assistance (TTY number) **1-800-855-1155**

For information on how your directory listing can reflect that you use a TTY, or for special rates on TTY calls within your AT&T Texas calling area, call 1-800-397-3172 (TTY)

TTY Message-RELAY TEXAS

For communication between TTY users and hearing persons.
Answered 24 hours by trained personnel.



Telecommunication Relay Services Dial 711

If you have a TTY and need to talk to someone who does not have one, or if you do not have a TTY and need to talk to someone who does, please call these numbers for assistance in relaying a message.

If you have a TTY **711 or 1-800-RELAY-TX (1-800-735-2989)**
If you do not have a TTY **711 or 1-800-RELAY-VV (1-800-735-2388)**

When using Relay Texas from a pay phone, local calls will be free of charge. Calling cards may be used for toll and long-distance calls, and the call will cost no more than if you used coins. Collect calls may be placed by providing the Communications Assistant your name and the area code and telephone number that you wish to call.

Internet Address

Visit AT&T on the Internet

www.att.com

Appendix O:
FCC Recertification Letter
July 16, 2008



Federal Communications Commission
Washington, D.C. 20554

July 16, 2008

Mr. Lane Lanford
Executive Director, Texas Public Utilities Commission
1321 Rutherford Lane
Suite 120
Austin, TX 78753

Re: Telecommunications Relay Services (TRS); Application No.: TRS-17-07; CG Docket No. 03-123

Dear Mr. Lanford:

Pursuant to Title IV of the Americans with Disabilities Act of 1990, section 225(f)(2) of the Communications Act of 1934, as amended, 47 U.S.C. § 225(f)(2), and section 64.606(b) of the Commission's rules, 47 C.F.R. § 64.606(b), the Application of the State of Texas for certification of its Telecommunications Relay Services (TRS) program, Application No. TRS-17-07, is hereby **GRANTED**. On the basis of its application, the Consumer & Governmental Affairs Bureau (Bureau) has determined that:

- (1) the TRS program of the State of Texas meets or exceeds all operational, technical, and functional minimum standards contained in section 64.604 of the Commission's rules, 47 C.F.R. § 64.604;
- (2) the State of Texas's program makes available adequate procedures and remedies for enforcing the requirements of the TRS program; and
- (3) the State of Texas's TRS program in no way conflicts with federal law.

The Bureau also has determined that the State of Texas's intrastate funding mechanism is labeled in a manner that promotes national understanding of TRS and does not offend the public, consistent with section 64.606 of the Commission's rules, 47 C.F.R. § 64.606(d).

Because the Commission may adopt further changes to the rules governing relay programs, including state relay programs, the certification granted herein is conditioned on a demonstration of compliance with any new rules ultimately adopted by the Commission. The Commission will provide guidance to the states, U.S. territories, and the District of Columbia on demonstrating compliance with such rule changes.

This certification shall remain in effect for a five year period, beginning July 26, 2008, and ending on July 25, 2013, pursuant to 47 C.F.R. § 64.606(c). One year prior to the expiration of this certification, July 25, 2012, the State of Texas may apply for renewal of its TRS program by filing documentation in accordance with the Commission's rules, pursuant to 47 C.F.R. §§ 64.606(a) and (b).

Sincerely,

A handwritten signature in black ink, appearing to read "Th Chandler", is positioned above the typed name.

Thomas Chandler
Chief, Disability Rights Office
Consumer & Governmental Affairs Bureau

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